

Memorandum

To: Customers of:
Teale Data Center
Health and Human Services Data Center
Department of General Services – Office of Network Services

Date: July 1, 2005

From: Consolidation Management Office

Subject: Introduction of the Department of Technology Services

As of July 11, 2005, the Department of Technology Services will be created by consolidating three existing organizations: the Stephen P. Teale Data Center (TDC), the Health and Human Services Data Center (HHSDC), and the Department of General Services - Office of Network Services (DGS/ONS). The Department of Technology Services will:

- Leverage advancements in technologies
- Increase responsiveness to customer needs
- Maximize employee resources

At this point, this is an organizational change only. There will be no change to our systems or services and no change is required of you. Please continue to do business with us in your usual way; all phone numbers, email addresses, staff assignments and online resources will continue to function as they have for now. In the coming weeks, you will notice a new format in the display of email addresses from the new department – firstname.lastname@dts.ca.gov – but the current email addresses will continue to function.

Additionally, as a result of this consolidation, the Department of Technology Services will have multiple locations. You will begin to see the following campus names used:

The Cannery Campus (HHSDC)

The Gold Camp Campus (TDC)

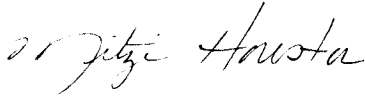
The Sequoia Pacific Campus (DGS/ONS)

Lastly, the HHSDC Training Center at 9323 Tech Center Drive will become the Department of Technology Services Training Center.

We recognize the importance of our services to our customers. We want to assure you our level of service to you will remain of the highest quality as we transition into the new Department of Technology Services. We intend to communicate the status of the updates on consolidation activities, they are posted on the Department of Technology Services' website at www.dts.ca.gov.

In the coming months, you will see an enhanced customer-focused approach to business which includes conducting focus groups to solicit feedback. We want to talk to our customers so we know how we are doing, what we can do better, and how we can continue to build strong customer relationships.

While we continue to work on the important tasks of consolidation, we will always remember that our customers are our first priority. Thank you for your continued business, and rest assured that our commitment is to the success of your organization, now and in the future. If you have any questions about the consolidation project, please contact Jim Moody of the Consolidation Management Office at 464-3715.

A handwritten signature in cursive script, reading "Mitzi Houston".

MITZI HOUSTON
Executive Consolidation Officer
Consolidation Management Office